HOOVER®
Deluxe Upright Cleaner

Read this manual before operating the cleaner

Owner's Manual
ENGLISH ➜ pp.1-14
ESPAÑOL ➜ pág 15-22
FRANÇAIS ➜ p. 23-30

Thank you for selecting a HOOVER® product

This cleaner was inspected and packaged carefully before being shipped from the factory. If you should happen to need assistance during assembly or operation call

1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only) or

1-330-499-9499 to speak with a representative in our Consumer Response Center or

Visit us online at **www.hoover.com** to find the service outlet nearest you (click on the "Service" button).

PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE

Fill in and retain

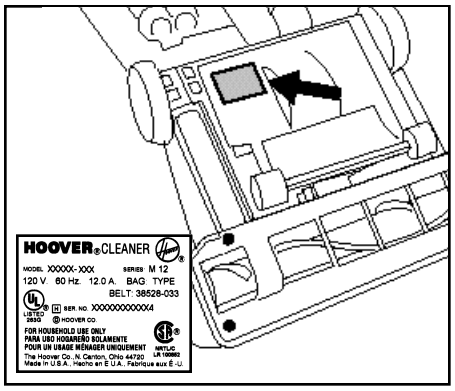
The model and serial number are located on the bottom of the cleaner.

For your personal records, please enter the COMPLETE model and serial number in the spaces provided and retain this information.

Your cleaner is model_____

and has serial number_____

It is suggested that you attach your sales receipt to this owner's manual. Verification of date of purchase may be required for warranty service of your HOOVER product.


HOOVER® CLEANER
MODEL XXXXX-XXX SERIES M 12
120 V. 60 Hz. 12.0 A. BAG TYPE
BELT 38528-033
SER. NO. XXXXXXXXXX4
© HOOVER CO.
FOR HOUSEHOLD USE ONLY
PARA USO HOGAREÑO SOLAMENTE
POUR UN USAGE MÉNAGER UNIQUEMENT
The Hoover Co., N. Canton, Ohio 44720
Made in U.S.A. Hecho en E.U.A. Fabriqué aux É.-U.

Save!

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www.hoover.com

Important Safeguards

When using an electrical appliance, always follow basic precautions, including the following:

READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

Warning: To reduce the risk of fire, electric shock, or injury:

- **Do not use outdoors or on wet surfaces.**
- **Close supervision is necessary when any appliance is used by or near children. Do not allow vacuum cleaner to be used as a toy or to run unattended at any time.**
- **Keep hair,loose clothing,fingers,feet and all parts of body away from openings, rotating agitator and other moving parts. Do not operate cleaner in bare feet or when wearing open toe shoes or sandals.**
- **Do not pick up anything that is burning or smoking,such as cigarettes,matches,or hot ashes.**
- **Do not use to pick up flammable or combustible liquids such as gasoline or use in areas where they may be present.**
- **Avoid picking up hard ,sharp objects with the cleaner.They may damage the cleaner and the bag .**
- **Do not use without dust bag or filters in place.Change bag frequently when picking up very fine materials such as powder.**
- **Use extra care when cleaning on stairs .**
- **Do not put any object into openings. Do not use with any opening blocked ;keep free of dust,lint, hair,or anything that may reduce air flow.**
- **Do not pull or carry by cord ,use cord as a handle,close door on cord or pull cord a round sharp edges or corners .Do not run appliance over cord .Keep cord away from heated surfaces.**
- **Always disconnect cord from electrical outlet before servicing the cleaner.**
- **Unplug cleaner when not in use.Turn off all controls before unplugging .**
- **Do not unplug by pulling on cord . To unplug,grasp the plug,not the cord .Never handle plug or appliance with wet hands.**
- **The use of an extension cord is not recommended.**
- **Do not use with damaged cord or plug.If appliance is not working as it should,has been dropped ,damaged ,left outdoors ,or dropped into water,take it to a Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot).**
- **Use vacuum cleaner only for its intended use as described in the instructions. Use only attachments recommended by The Hoover Company ;others may cause hazards.**

Save these instructions!

1. Assembling cleaner

It is extremely important to read and follow all the instruction steps in order.

The assembled cleaner will look like this drawing.

If you need assistance with any step of the assembly, call

1-800-944-9200 for an automated referral of authorized service outlet locations (U.S. only) or

1-330-499-9499 to speak with a representative in our Consumer Response Center or

Visit us online at **www.hoover.com** to find the service outlet nearest you (click on the “Service” button).

This cleaner is intended for household use.

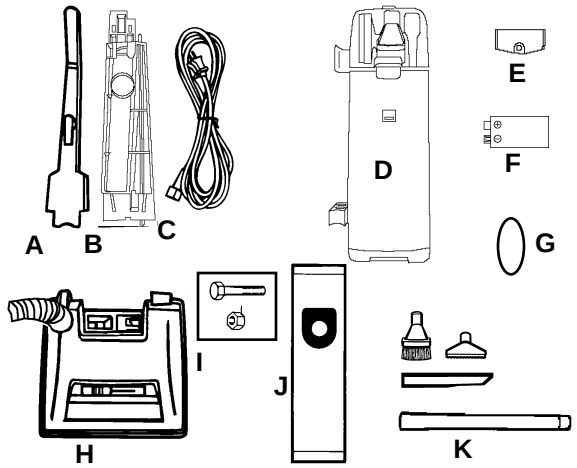
Side mounted hose trademark of The Hoover Company

Carton contents

Remove all parts from carton and identify each item shown.

Note that some of the items are shipped together in the sealed bag with the owner’s manual.

1-1



A.Upper handle

B.Lower handle

C.Cord

D.Bag compartment and tool storage

E.Bracket

F. Embedded Dirt FINDER™ battery (some models only)

G. Extra belt (some models only)

H. Cleaner base and hose

I. Handle bolt and nut packet (One extra nut included)

J. Paper bag (some models come with 2 bags, others have additional bags.)

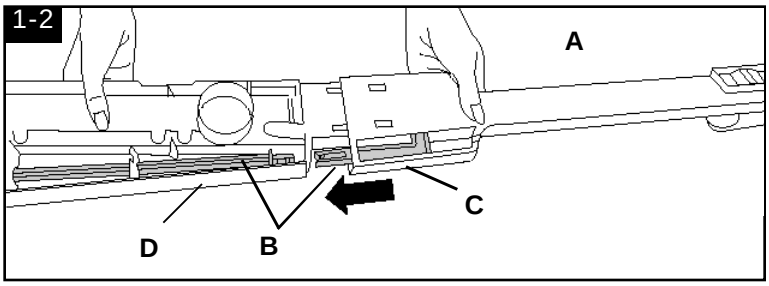
K.Cleaning tools and extension wand

Step 1 Assemble handle

Note: The **white switch lock** above the ON/OFF switch, aids in **assembly** of your cleaner. Assembly can be continued if the switch lock is missing. However, **do not remove** the switch lock until assembly is completed.

Align upper handle and lower handle as shown.

1-2

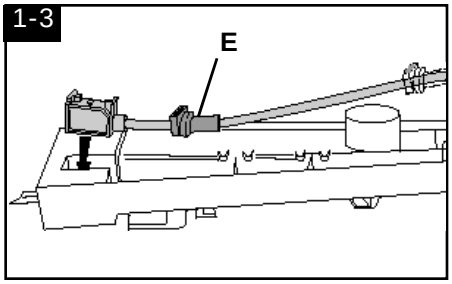


Place upper (C) and lower (D) handle parts on a flat surface, aligning rod sections (B). With hands on sides of parts, push them together firmly until they “click” and rod sections lock together.

***Be careful not to press against rod (B) extending from the lower handle shown in Fig. 1-3. Do not push handle together with hands on ends of handle parts.**

Step 2 Attach cord

1-3

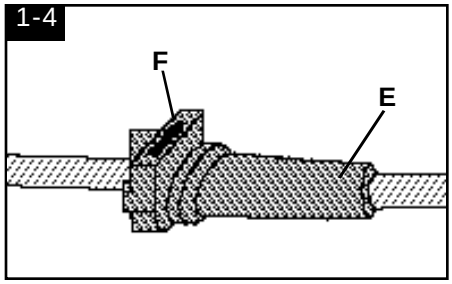


With side marked “UP” visible, insert **large** rectangular end of cord into pocket in bottom of handle.

Make sure rectangular end is pushed down into the handle as far as possible.

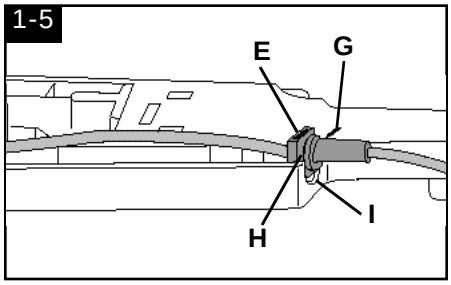
Slide cord protector (E) toward upper handle.

1-4



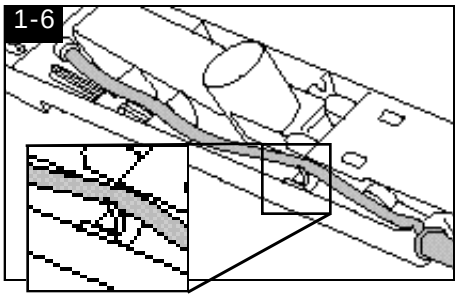
Rotate cord protector (E) on cord until you see its arrow (F).

1-5



With arrow on cord protector (E) pointing toward arrow on upper handle (G), press groove (H) in cord protector into slot (I) in upper handle.

1-6



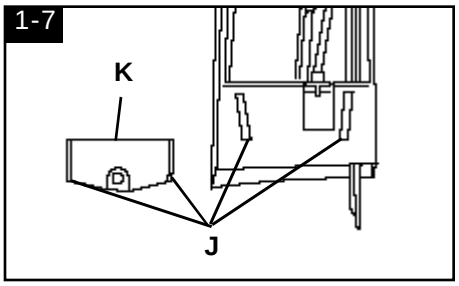
Pull cord tight.

Press cord into place at each of the three notches indicated.

Do not plug cleaner in until assembly is totally complete.

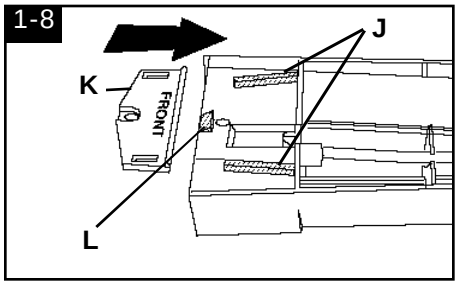
Step 3 Attach handle

1-7

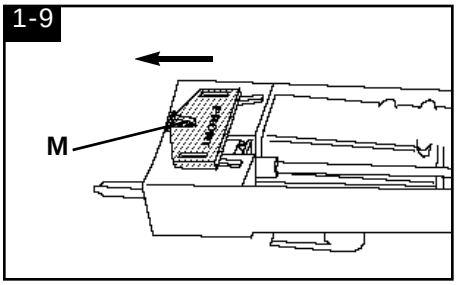


Note location of tapered rails (J) on bracket (K) and on lower handle.

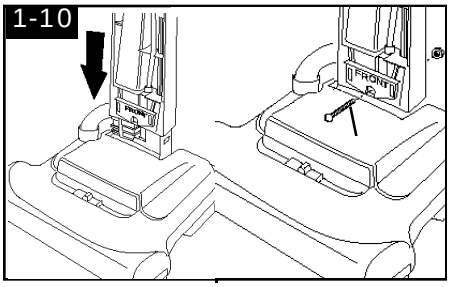
1-8



With **printed** side of bracket (K) facing up, slide rails on bracket onto rails (J) on lower handle until bracket snaps past the lock tab (L).



Pull bracket toward bottom of handle slightly to make sure bracket is locked in place.
Make sure hole in bracket aligns with hole in handle.



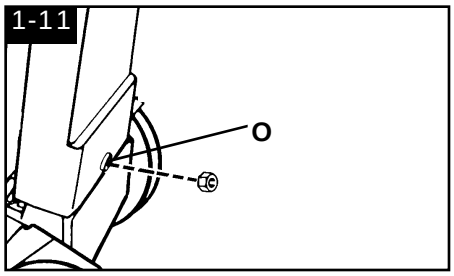
With ON/OFF switch to the front, place assembled handle down onto extension on cleaner base.

Rock handle side to side while pushing down firmly. Extra pushing effort may be required.

Push **bolt** into hole (N) on lower **front of handle.**

If bolt will not go through hole easily , check the following:

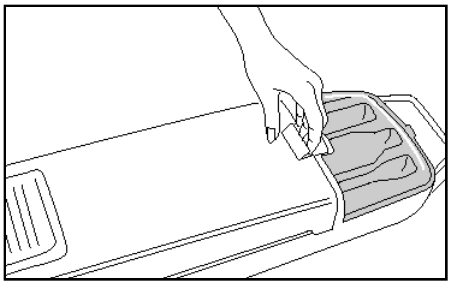
- **the bracket is properly positioned (Fig. 1-9)**
- **the handle is pushed down completely (Fig. 1-10)**



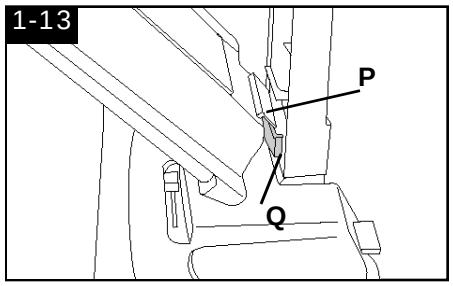
Place **nut** in recessed area (O) at **back of handle.** Hold nut in place while tightening bolt securely with a screw driver.

Only one nut is needed on this model. The extra nut is not required but has been provided for your convenience.

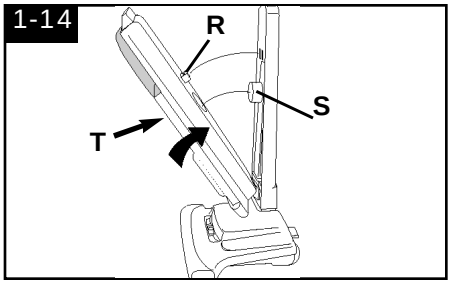
Step 4 Attach bag compartment



Pull bag door latch forward and remove door. Set bag door aside.



Slide large tab (P) on bottom of bag housing into slot between the bracket (Q) and the lower handle.



Note round opening and hooks (R) on back of bag compartment.

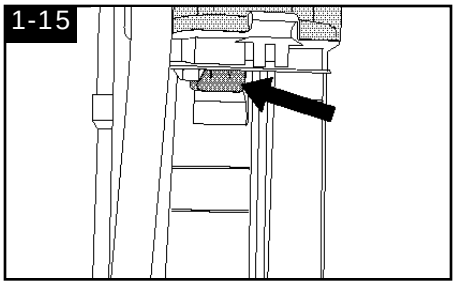
Place opening over dirt tube (S) and align hooks with slots in handle.

Push very firmly at (T) to snap hooks into handle.

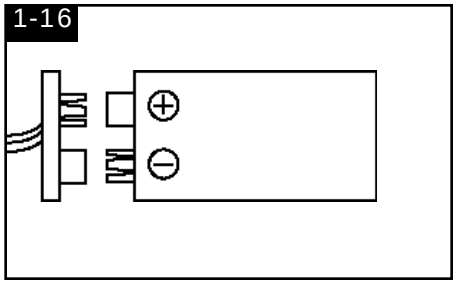
Pull on bag compartment to make sure it is completely snapped to handle.

Step 5 Install Embedded Dirt FINDER™ battery

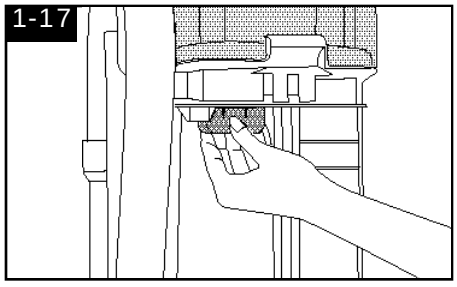
(Some models only)



Press in at area indicated on battery holder and remove holder.



Connect battery to proper polarity snaps.

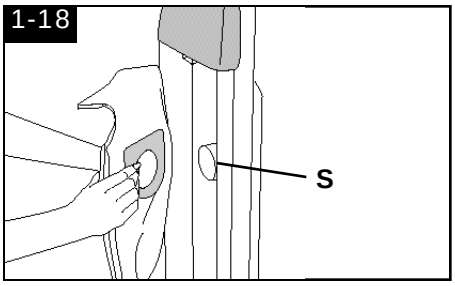


Place battery in holder.

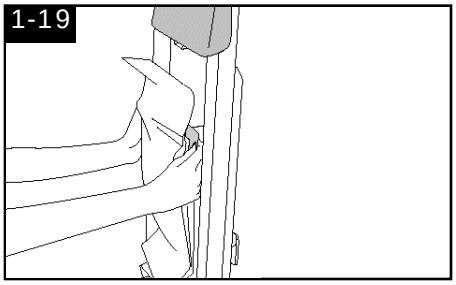
Snap battery holder back into place.

Continued ➜

Step 6 Attach paper bag

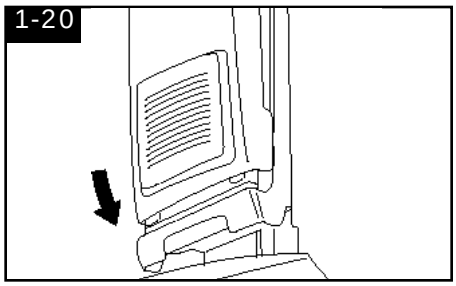


Align opening in paper bag with dirt tube (S) inside bag compartment.



Push paper bag firmly onto tube.

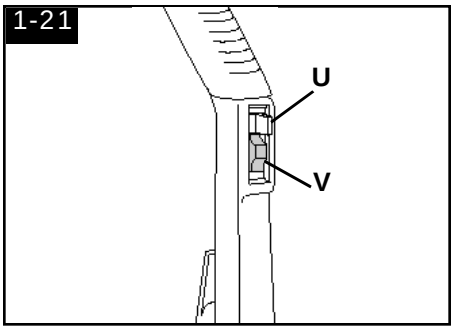
Tuck top and bottom of paper bag into bag compartment.



To replace bag door, insert the 2 tabs on bottom of bag door into the 2 slots on bag compartment.

Make sure all edges of paper bag are completely inside the bag compartment.

Close door.

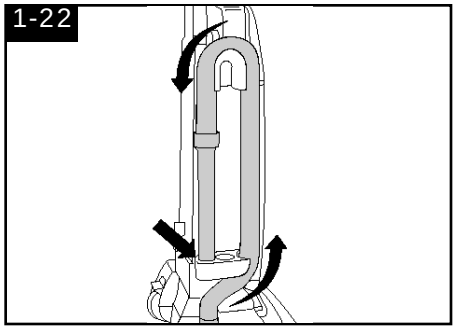


Pull switch lock (U) above ON/OFF switch (V) straight out.

Dispose of lock.

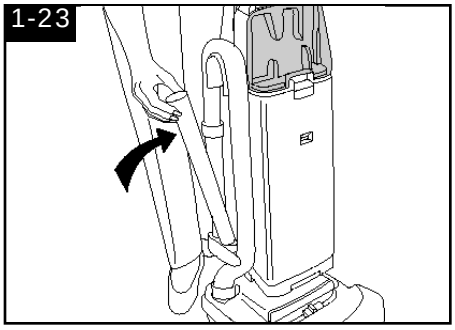
Note: If lock has come off during assembly make sure switch is in the OFF position (down) before plugging cord into electrical outlet.

Step 7 Position tools

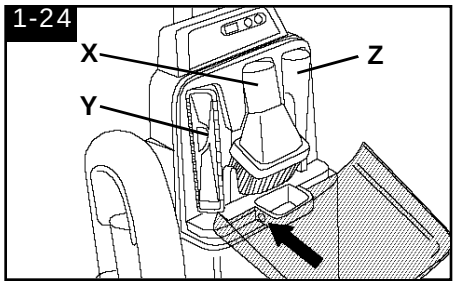


Raise handle to upright position. Bring hose toward front of cleaner and stretch hose over hose rack. Push opposite hose end **firmly** into rear "cup" in rack.

Note: Hose end must be firmly connected to tool rack when cleaning floors.

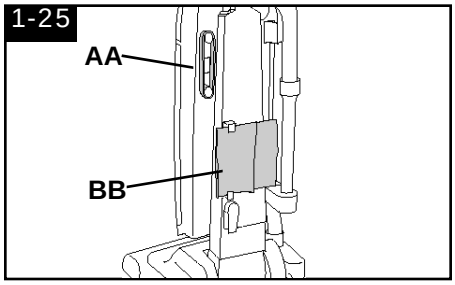


Position **wand**,with smaller diameter end down, at **side** of cleaner as shown.



Open tool cover.

Position **dusting brush** (X), **furniture nozzle** (Y), **and crevice tool** (Z), into **tool storage area** as shown.



The **extra belt (AA)** and **one extra paper bag (BB)** can be stored on the back of the cleaner handle as shown.

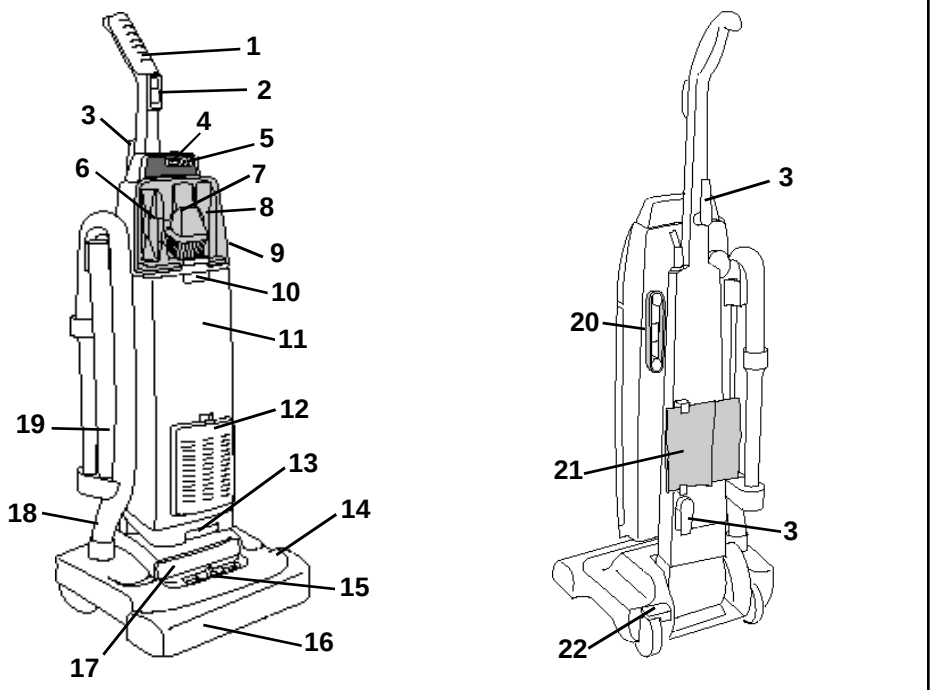
CAUTION:When cleaner is turned on, the agitator will continue to rotate when cleaner handle is in upright position. Avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.

Fill out and return the product registration card included with your cleaner.

2. How to use

Cleaner description

2-1



The assembled cleaner will look like the drawing.

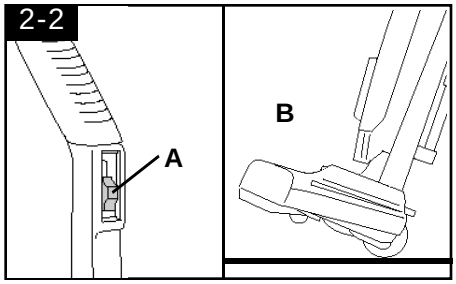
1. **Handle**
2. **ON/OFF switch**
3. **Cord hooks:** wrap cord around hooks for storage. The top hook can be rotated right or left for easy cord release.
4. **Embedded Dirt FINDER™ sensitivity switch***
5. **'Dirt FINDER'display***
6. **Furniture nozzle**
7. **Dusting brush**
8. **Crevice tool**
9. **Tool cover**
10. **Bag door latch**
11. **Bag door**
12. **Final filter door***
13. **Stair cleaning handle**
14. **Hood**
15. **Carpet height control**
16. **Soft Guard™ protector:** provides extra protection for your fine furniture.
17. **Headlight**
18. **Hose**
19. **Extension wand**
20. **Extra belt* storage**
21. **Extra bag* storage**
22. **Handle release lever**

Operate cleaner only at voltage specified on data plate on bottom of cleaner.

This cleaner is intended for household use.

***some models only**

2-2



ON-OFF switch

To turn cleaner ON, push switch (A) up.

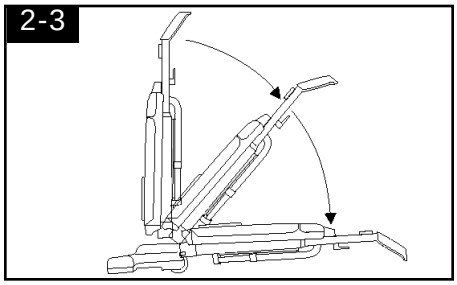
To turn cleaner OFF, push switch down.

Note: To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

To insure that the filter bag is inflated, plug cord into electrical outlet and turn cleaner ON. With handle in upright position, pull back on handle until front of cleaner (B) is lifted off the carpet.

Hose end must be firmly pushed into "cup" in tool rack for maximum suction on floors.

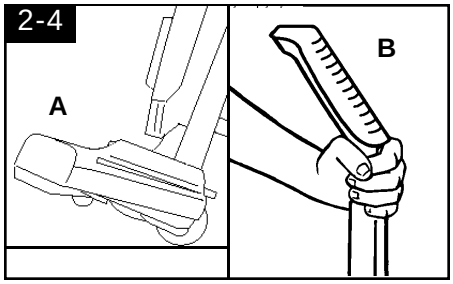
2-3



Handle positions

The handle of your cleaner has three positions; **upright** for storage and when using cleaning tools; **operating** for general operation on carpet and floors; **low** for reaching under low furniture. Step on handle release lever to lower handle.

2-4

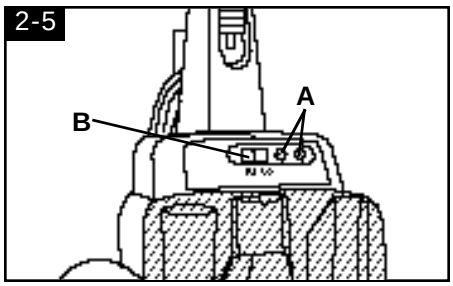


Transporting cleaner

To move your cleaner from room to room, put handle in upright position, tilt cleaner back on rear wheels, and push forward (A).

The cleaner can also be moved by lifting it as shown in (B)

2-5



Embedded Dirt FINDER™ feature **(some models only)**

With red and green lights (A), the 'Dirt FINDER' system alerts the user to areas of carpet that may need more cleaning attention. It is able to sense when a larger amount of dirt particles, especially embedded dirt, are removed.

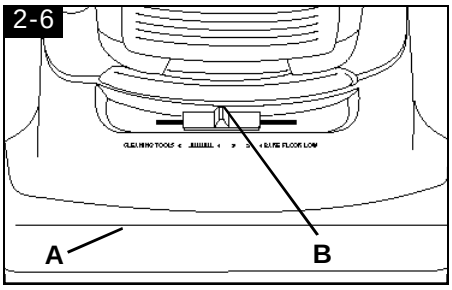
To let you know that the 'Dirt FINDER' feature is ready and the battery is good, the red light will come on when the cleaner is first turned ON. After a few seconds, the red light will go off and the **green light** will come on. **Cleaning may then begin.** (If neither red nor the green light comes on, the battery may need to be replaced. See "Maintenance" section.)

The **green light will remain on** throughout cleaning **except** when the detector senses that a **larger amount of dirt** is being picked up; then the **red light** will come on.

When the **red light** is on, you should **take additional cleaning strokes** in the area until it changes to green.

- The red light may seldom come on during cleaning. This means that your cleaner is picking up primarily fine surface dust and lint which the system may not detect, or that the carpet is generally clean. **To increase** the feature's **sensitivity to dirt,** set the switch (B) to the **"Hi"** position.
- At other times, the red light may stay on for a considerable amount of time. This means that the carpet contains a high level of dirt which is being removed by the cleaner. **To decrease** the feature's **sensitivity to dirt** set the switch to **"Reg."** (regular) position.

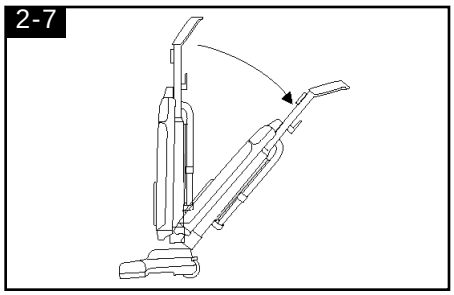
2-6



Carpet height adjustment

When it is necessary to raise and lower the front of the cleaner (A) for various carpet pile heights, slide the carpet height control (B) to the correct setting.

2-7



For ease in sliding the control, the handle should be in the upright position.

The front of the cleaner will not move into the adjusted position until the handle is lowered to the operating position.

When using hose and tools, slide the control to the Cleaning Tools setting.

Return the control to the correct setting when cleaning floors. **Do not leave the control in the Cleaning Tools setting when cleaning floors.**

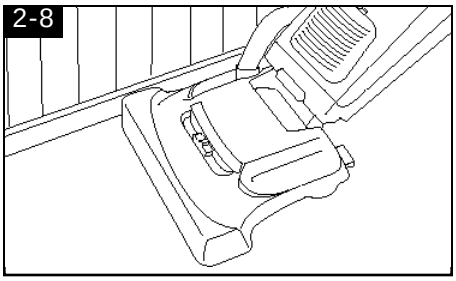
Place end of hose firmly into tool rack for peak performance when cleaning carpets.

For maximum cleaning performance, the following carpet height settings are recommended.

- **Setting 1:** for all types of carpet.
- **Higher Settings:*** for very deep pile carpet where easier pushing effort is desired, while maintaining good cleaning performance.
- **Setting 5:** for hose and cleaning tool use only.

***Note:** If the cleaner is difficult to push, slide the control to the next higher setting.

2-8

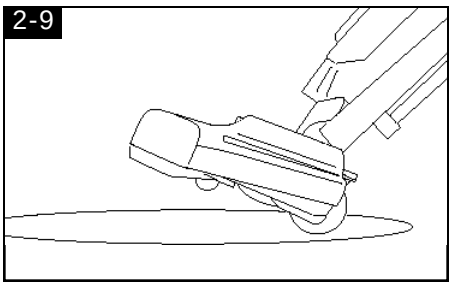


Edge cleaning

Special edge groomers are provided on both sides of the front of the cleaner to help remove dirt in carpet near baseboards and furniture.

Guide either side of the cleaner parallel to edge of carpet or furniture.

2-9

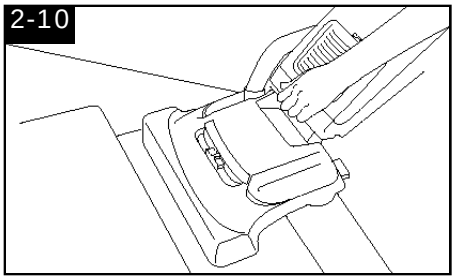


Cleaning lightweight flexible rugs

Stand on one end of rug and move cleaner toward other end or edge. Before reaching edge, push down on handle. This will lift up the nozzle (front of cleaner) and will prevent rug from clinging to cleaner.

Continue to lift front of cleaner so that when you have reached the edge, it is completely off the rug. Move cleaner back to start again, lower front of cleaner, and use only forward strokes.

2-10



Stair cleaning

A **stair cleaning handle** has been designed for ease in using your cleaner on stairs.

With handle in operating position, place fingers under edge of stair cleaning handle and guide cleaner with other hand on upper handle.

As an alternative, you may use the hose and furniture nozzle for stair cleaning.

When using cleaning tools, the agitator will continue to rotate.

CAUTION:To avoid personal injury or unnecessary wear to carpet, and to prevent the cleaner from falling, use extra care if cleaner is placed on stairs.

Cleaning tools

Tools allow you to clean surfaces above the floor and reach hard to clean areas.

Use tools with the cleaner handle in upright position.

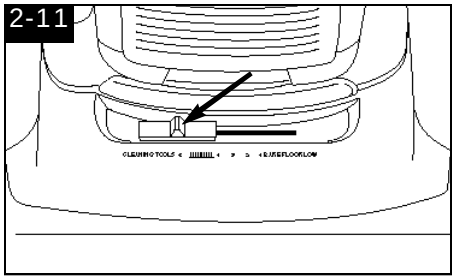
CAUTION: Agitator continues to rotate while cleaner handle is in upright position. Avoid tipping cleaner or setting it on furniture, fringed area rugs, or carpeted stairs during tool use.

How to clean tools

To clean the hose, wipe off dirt with a cloth dampened in a liquid detergent. Rinse with a damp cloth.

Cleaning tools may be washed in warm water with a detergent. Rinse and air dry before using.

2-11

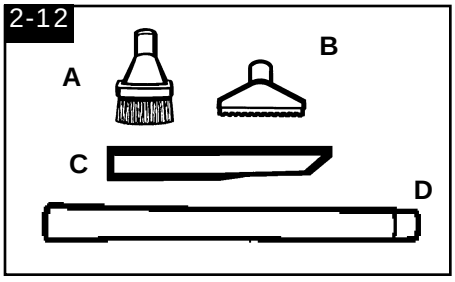


A. Move carpet height control

Slide carpet height control to the Cleaning Tools setting to divert suction to the hose and cleaning tools.

Return control to floor settings when tool use is complete.

2-12



B. Select proper cleaning tool

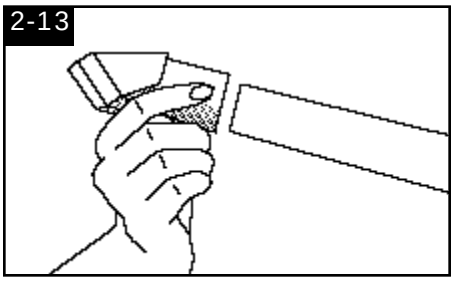
A. Dusting brush may be used for carved furniture, table tops, books, lamps, lighting fixtures, venetian blinds, baseboards, shutters, and registers.

B. Furniture nozzle may be used for upholstered furniture, draperies, tapestries, mattresses, clothing, automobile interiors, and carpeted stairs.

C. Crevice tool may be used in tight spaces, corners and along edges in such places as dresser drawers, upholstered furniture, stairs, and baseboards.

D.Wand is used to give extra length to your hose. Attach it to any of the above tools.

2-13

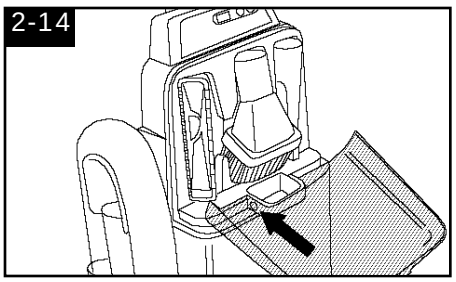


C. Attach wand and tools

The tools are attached to the hose or the wand in the same manner.

Push tool firmly onto hose; twist tool slightly to tighten or loosen connection.

2-14



How to attach tool cover

The tool cover is designed with a “break-away” feature which allows it to snap off if it is pushed open too far. To reattach, align hinges of cover with slots on front of tool storage area. Press cover back into place.

3. Maintenance

Familiarize yourself with these home maintenance tasks as proper use and care of your cleaner will ensure continued cleaning effectiveness.

Filter bag

When to replace

Check filter bag from time to time. It is recommended that you change the filter bag when dirt reaches the dotted line. If more dirt than this accumulates, your cleaner may not operate effectively.

NOTE: Check and change the filter bag frequently when using cleaner on new carpet due to rapid accumulation of carpet fluff.

CAUTION: Very fine materials, such as face powder, cornstarch, fireplace ashes or fireplace soot, may seal the paper bag and may cause it to burst even though it is only partially full of dirt. When cleaner is used to remove material of this nature, change the filter bag often.

Continued ➜

Where to buy

Filter bags may be purchased from your local Authorized Hoover Dealer (Depot), Leading Retailers, from Hoover Factory Service Centers, using the order form packed with your cleaner, or through The Hoover Company online at www.hoover.com

When ordering bags, be sure to give the model number of your cleaner.

What to buy

If your cleaner was originally equipped with a micro filtration bag, it is important to use only **Genuine HOOVER® Allergen Filtration Type Z** disposable bags in order to **maintain the original cleaning effectiveness of your cleaner.**

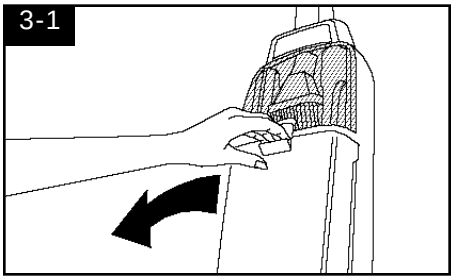
Regular **HOOVER® Type Z** disposable filter bags also fit your cleaner.

To assure that your cleaner operates at peak performance, it is imperative that you use only genuine HOOVER filter bags distributed by The Hoover Company. HOOVER bags can be identified by these trademarks –

Changing filter bag

Disconnect cleaner from electrical outlet.

3-1



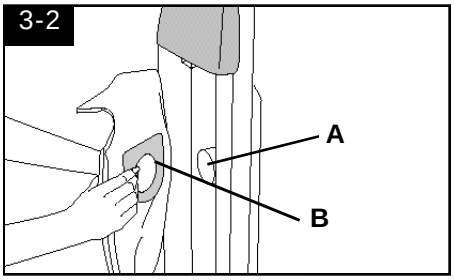
Removing bag door

Pull bag door latch forward and remove door from cleaner.

Grasp bag collar and pull collar from tube.

Note: Do not clean out old bag and reuse. Discard used bag.

3-2

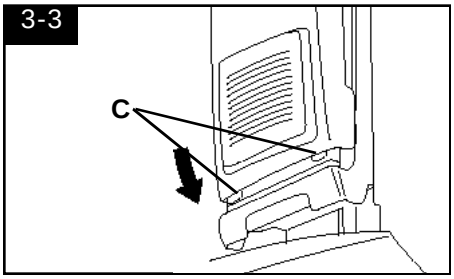


Removing and installing filter bag

Align opening in new filter bag with dirt tube (B) inside bag compartment. Push bag collar (A) firmly onto tube.

Fold top of bag down under top of bag compartment.

3-3



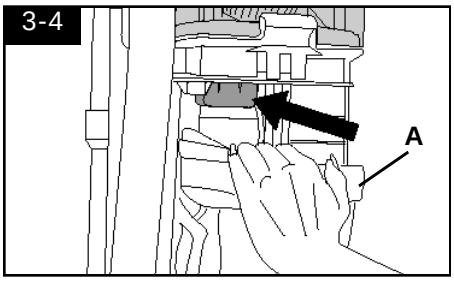
Replacing bag door

To replace bag door, lift up lower edge of filter bag. Insert the 2 tabs (C) on bottom of bag door into the 2 slots on bag compartment.

Make sure all edges of filter bag are completely inside the bag compartment.

Close door.

3-4



Embedded Dirt FINDER™ battery (Some models only)

The battery is located in a holder inside the beg compartment behind the filter bag (A).

What to buy

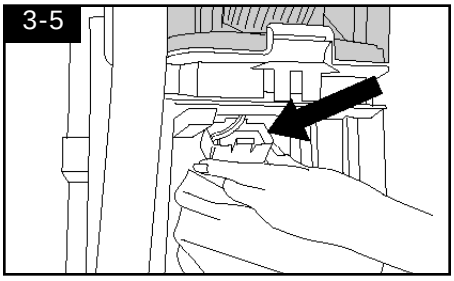
The 'Dirt FINDER' system operates on a regular 9-volt alkaline battery available at your favorite retailer.

When to replace

Depending on cleaner usage, the battery will need replacement every 12 months.

If neither the red nor green light comes on when the cleaner is turned on or in use, the battery should be replaced.

3-5



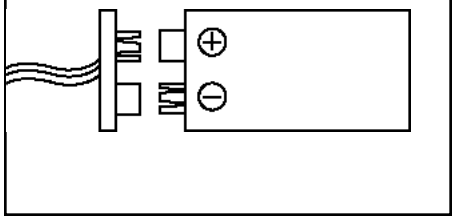
How to replace

Removing battery holder

Open and remove bag door as described for Fig. 2-16. Gently push top of filter bag aside.

Press in at area indicated on battery holder and remove battery.

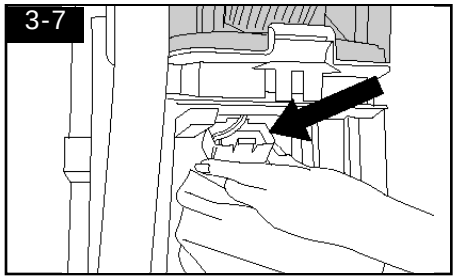
3-6



Install new battery

Remove old battery and connect new one to proper polarity snaps.

3-7



Reposition holder and door

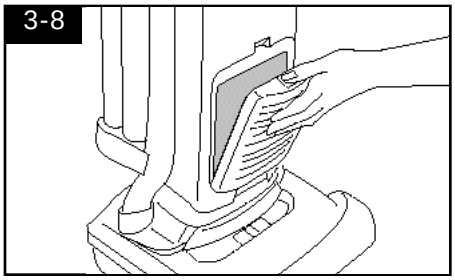
Place battery in holder. Snap battery holder back into place.

Replace bag door as for Fig. 2-18.

Final filter (some models)

The final filter assists in the filtration process to return clean air to the room.

3-8



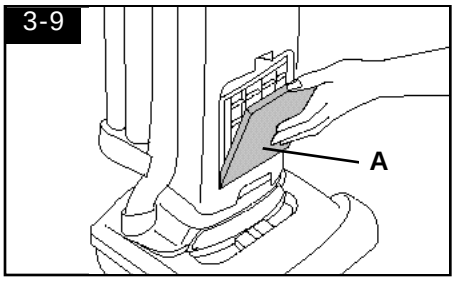
How to clean

Disconnect cleaner from electrical outlet.

Removing door

To remove this filter when it becomes dirty, depress door latch and remove door.

3-9

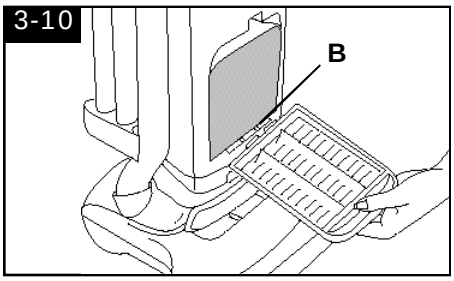


Removing filter

Lift out filter (A) and hand wash it in cold water with mild detergent.

Let filter air dry and reposition it on the front of the cleaner. Make sure the **white** colored side of filter faces outward.

3-10



Reposition door

Place tabs (B) on door into slot in lower front of cleaner. Close door.

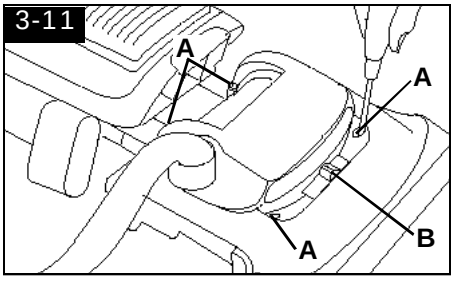
Should you want to replace this filter, ask for HOOVER **part No. 38766017.**

Headlight

What to buy

This cleaner uses a 12 volt, wedge base type 912 bulb, Hoover **part No. 27313-101**

3-11



How to replace

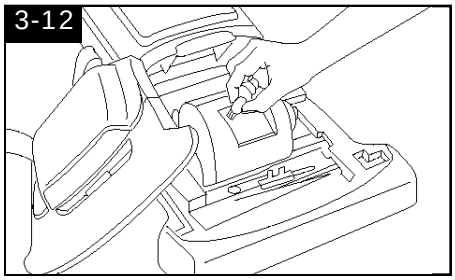
Disconnect cleaner from electrical outlet.

Removing hood

Using a Phillips head screwdriver, remove the 4 hood screws (A) and lift off carpet height control (B).

Lift hood off cleaner base just enough to access the bulb.

3-12



Installing bulb and repositioning hood

Pull old bulb straight out of socket. Push new bulb straight into socket until locked in place

Excessive force is not required.

Reposition hood, carpet adjustment control and the 4 screws. Tighten screws securely.

Belt replacement

The belt on your HOOVER cleaner causes the agitator to rotate and is important for the effective operation of the cleaner. The belt is located under the bottom plate of the cleaner and should be checked from time to time to be sure it is in good condition.

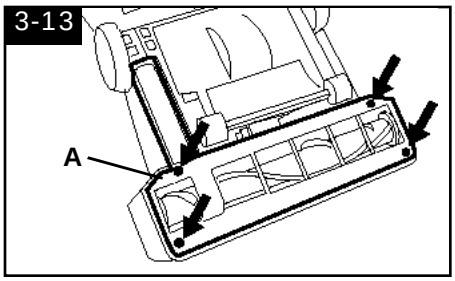
When to replace

To check belt, remove bottom plate as shown in “How to replace.” Replace belt if it is stretched, cut or broken.

What to buy

One extra belt has been provided with your cleaner.
To assure effective operation, use only genuine HOOVER belts with your cleaner. When purchasing a new belt, ask for Hoover **part No. 38528-027.**

3-13



How to replace

Removing bottom plate

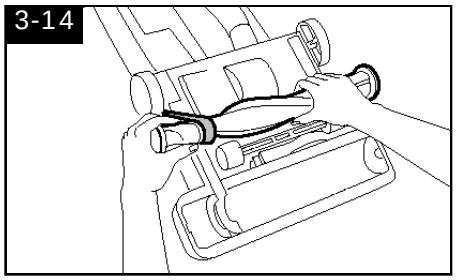
Disconnect cleaner from electrical outlet.

Place handle in low position and turn cleaner over.

Remove the 4 screws as shown with a Phillips screw driver.

Lift off bottom plate (A).

3-14

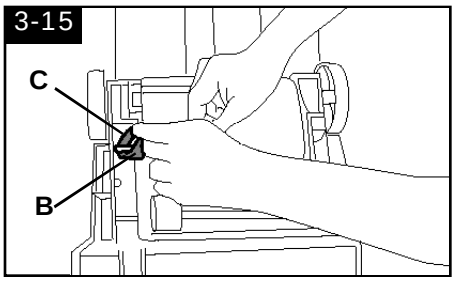


Removing used belt

Remove agitator brush roll and used belt.

Discard used belt.

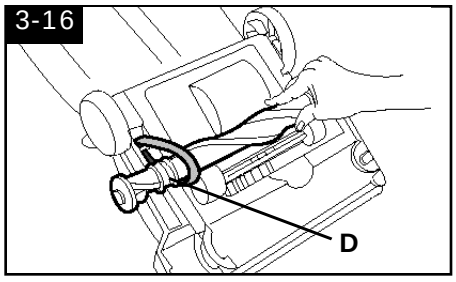
3-15



Positioning belt over pulley

With lettering on outside of belt and positioned as shown in box on (C), slide new belt over motor pulley (B).

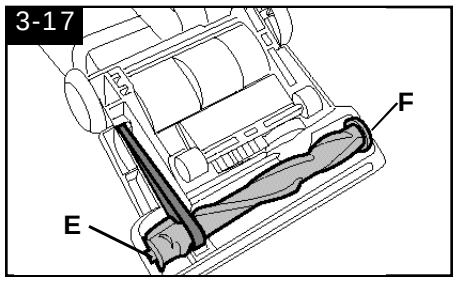
3-16



Positioning belt over brush roll

Insert brush roll through belt and place belt in belt guide (D) on brush roll.

3-17



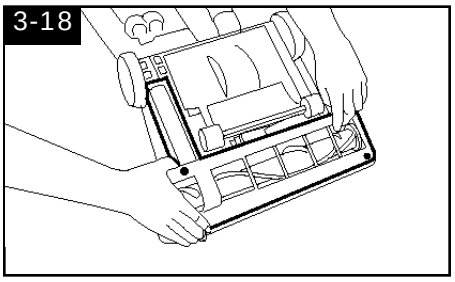
Installing brush roll

Grasp brush roll firmly and fit it into position by first sliding end opposite the belt into the rectangular slot (E) on side of cleaner.

Pull other side of brush roll (F) into place.

Turn brush roll making sure belt is not pinched between brush roll and cleaner base.

3-18

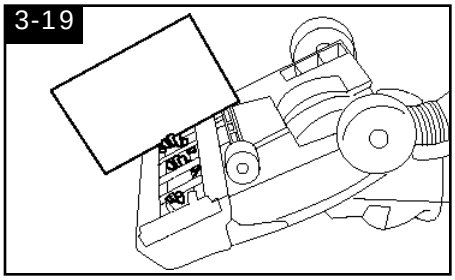


Replacing bottom plate

Reposition bottom plate and 4 Phillips head screws. Tighten screws securely.

Agitator brush roll replacement

3-19



When to replace

Disconnect cleaner from electrical outlet

When brush roll brushes are worn, it should be replaced.

To check condition of brushes, move edge of a card across bottom plate while turning brush roll. To maintain cleaning effectiveness, replace brush roll if brushes do not touch card.

What to buy

When purchasing a new brush roll, as for Hoover **part No. 48414-061.**

How to replace

Disconnect cleaner from electrical outlet.

1. Remove bottom plate, belt and brush roll following directions for Fig. 3-13 and 3-14.
2. Discard old brush roll
3. Continue following the directions for “Belt replacement” starting with Fig. 3-15 to reposition belt, new brush roll and bottom plate.

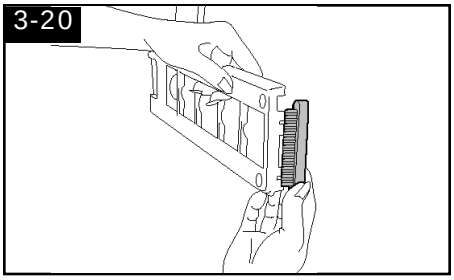
Edge groomer replacement

When to replace

The edge groomers, located on both sides of the front of the cleaner, should be replaced when they no longer extend past the surface of the bottom plate.

What to buy

When purchasing edge groomers, ask for HOOVER **part No. 39511004.**



Replacing edge groomers

Disconnect cleaner from electrical outlet.

Remove bottom plate as described in Fig.3-13.

Lift off both old edge groomers and slide new edge groomers into position as shown.

Reposition bottom plate and secure with 4 Phillips head screws (Fig 3-18).

Lubrication

The motor is equipped with bearings which contain sufficient lubrication for the life of the motor. The addition of lubricant could cause damage. **Do not add lubricant to motor bearings.** The agitator is equipped with two ball bearings that should be lubricated periodically by a Hoover Factory Service Center or an Authorized Hoover Warranty Service Dealer (Depot).

Cleaning Effectiveness Per Amp Rating

This is **not** an Amp rating. Amps do **not** measure dirt removal, only the amount of electricity used. Cleaning Effectiveness Per Amp is determined by dividing this model's Cleaning Effectiveness* by its Amps.

***Cleaning Effectiveness** is the percent value obtained from dividing:

(a) the geometric mean of the amount of embedded carpet dirt removed in testing under ASTM Test Method F608-89, by

(b) the value 29 (the geometric mean of the midpoints of the % dirt pickup scales selected by Hoover as a reference for its rating system).

Service

To obtain approved HOOVER service and genuine HOOVER parts, locate the nearest **Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot)** by:

- checking the Yellow Pages under "Vacuum Cleaners - Household" OR -
- checking the list of Factory Service Centers provided with this cleaner OR -
- calling **1-800-944-9200** for an automated referral of authorized service outlet locations (U.S. only) OR -
- checking the Service section of The Hoover Company on-line at **www.hoover.com**

Do not send your cleaner to The Hoover Company in North Canton for service, this will only result in delay.

If further assistance is needed, contact The Hoover Company Consumer Response Center, North Canton, Ohio 44720, Phone: 330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, Phone: 1-800-263-6376.
Always identify your cleaner by the **complete** model number when requesting information or ordering parts. (The model number appears on the bottom of the cleaner.)

4. If you have a problem

If a minor problem occurs, it usually can be solved quite easily when the cause is found by using the check list below.

Problem:Cleaner won't run

Possible cause
Possible solution

- **Not firmly plugged in**
- *Plug unit in firmly*
- **No voltage in wall plug**
- *Check fuse or breaker*
- **Blown fuse/tripped breaker**
- *Replace fuse/reset breaker*

Problem: Cleaner won't pick up

Possible cause
Possible solution

- **Broken or worn belt**
- *Replace belt*
- **Brush roll brushes worn**
- *Replace brush roll*
- **Filter bag full**
- *Change filter bag*
- **Incorrect carpet height setting**
- *Move carpet height control to type of carpet being cleaned*
- **Hose end not secure in tool rack**
- *Push hose end firmly into "cup" in tool rack*

Problem: Cleaning tools won't pick up

Possible cause
Possible solution

- **Hose clogged**
- *Clear blockage (see "Clearing blockages section)*
- **Incorrect setting**
- *Move carpet height control to "Cleaning Tools"*

Problem: Cleaner hard to push

Possible cause
Possible solution

- **Incorrect carpet height setting**
- *Move carpet height control to a higher setting*

Continued ➜

Clearing blockages

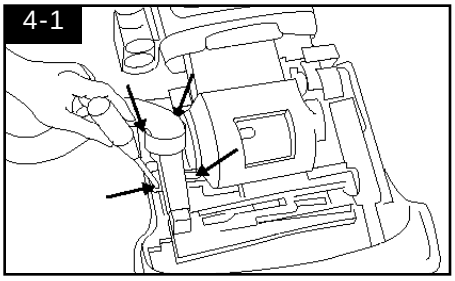
Remove large items from surfaces before vacuuming to prevent blockages and to maintain cleaning effectiveness of your cleaner.

Refer to the following steps to check for blockages **continuing with each step until the blockage is found.**

A. If a blockage occurs during tool use:

Turn cleaner OFF and disconnect it from the electrical outlet.

1. Look into end of hose for blockage and remove any blockage.

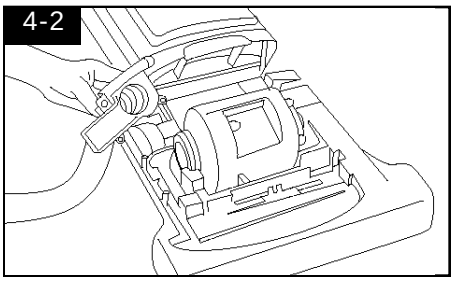


Removing duct cover

2. Remove hood and lift off carpet height control as shown for Fig. 2-26.

CAUTION: Do not turn cleaner ON while it is disassembled.

Remove 4 Phillips head screws and lift off duct cover.



Checking hose and replacing hood

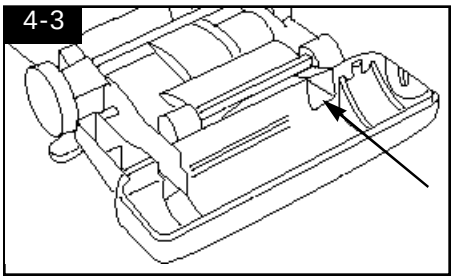
3. Look for blockages in the hose and around the cleaner base at the hose opening. Remove any blockages.

4. Reposition duct cover and 4 screws. Tighten screws securely.

5. Reposition hood and carpet height control. Replace screws and tighten securely.

B. If a blockage occurs during floor cleaning:
Turn cleaner OFF and disconnect it from electrical outlet.

1. Turn cleaner to expose underside. Remove bottom plate and brush roll as shown for Fig. 3-13 and 3-14.



Checking under bottom plate

2. Carefully remove any blockage from brush roll cavity.

If a blockage is not found and a problem persists, contact your Hoover Factory Service Center or Authorized Warranty Service Dealer (Depot).

Full One Year Warranty **(Domestic Use)**

Your HOOVER® appliance is warranted in normal household use, in accordance with the Owner's Manual against original defects in material and workmanship for a period of one full year from date of purchase. This warranty provides, at no cost to you, all labor and parts to place this appliance in correct operating condition during the warranted period. This warranty applies when the appliance is purchased in the United States including its territories and possessions, or in Canada or from a U.S. Military Exchange. Appliances purchased elsewhere are covered by a limited one year warranty which covers the cost of parts only. This warranty does not apply if the appliance is used in a commercial or rental application.

Warranty service can only be obtained by presenting the appliance to one of the following Authorized Warranty Service outlets. Proof of purchase will be required before service is rendered.

1. Hoover Factory Service Centers
2. Hoover Authorized Warranty Service Dealers (Depots)

For an automated referral of authorized service outlets in the U.S.A., phone 1-800-944-9200 OR

visit The Hoover Company on-line at www.hoover.com

This warranty does not cover pick up, delivery, or house calls; however, if you mail your appliance to a Hoover Factory Service Center for warranty service, transportation will be paid one way.

While this warranty gives you specific legal rights, you may also have other rights which vary from state to state (or province).

If further assistance is needed, or if there are questions concerning this warranty or the availability of warranty service outlets, write or phone the Consumer Response Center, The Hoover Company, 101 East Maple St., North Canton, Ohio 44720.
Phone 216-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario, L7R 4A8.
Phone 1-800-263-6376